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| **Troubleshooting and/or Issues** | **Comments** |
| **Sound**  Problem: No sound coming from speakers  Resolution: (1) Cable goes into the “headset” icon and not the microphone; (2) speaker on newer boards needs to be on and volume turned up |  |
| **Interactive WhiteBoards (IWBs)**  Two models in the district  100 series: no sound/speakers; need external speakers  300 Pro: built-in speakers; controls behind, usually left side speaker area | **100** **300** |
| **Mounted Projectors**  Problem: Remote doesn’t seem to be working  Resolution: (1) Be sure batteries are in remote, and if so, try a new set of batteries; (2) Be sure projector plugged in  Problem: The projected image doesn’t fully fit on the screen  Resolution: AutoAdjust on the remote  Problem: How can I “hide” what is being projected without turning off projector?  Resolution: Button will vary but will be similar to “AV-Mute”; “Pic-Mute”; “No Show” |  |

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| **Troubleshooting** | **Comments** |
| **The “ActivManager”**  Problem: There is a red “X” through the ActivManager icon in lower right corner of computer screen  Resolution: (1) Be sure all cables are hooked up properly to computer; (2) USB cable should be plugged into same USB port each time [may need to ask teacher which port used originally]; (3) Remove USB cable and plug back in; (4) Shut down computer and restart; (5) Contact Wayne Topper |  |

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| **Who to Contact in Tech Department**  Contact ONLY after all else has failed   * Angie McWilliams: Software; training * Dominic Paper: Network, email, servers (try building level before contacting Dom—he is your absolute last resort) * Matthew Jacobs: Elementary tech; AV backup * Michael Parks: High school and Intermediate school tech * Travis Hoban: High school tech; Global Connect/phones; network * Wayne Topper: AV/Promethean |  |
| **Internet**  Problem: Can’t access Internet on laptop  Resolution: (1) Be sure wireless button is in on position on laptop  (2) Be sure proper settings in Internet Explorer | 1.  2.  3.  4.  5. |

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| **Troubleshooting** | **Comments** |
| **Lunch Counts**   * Done in ActivInspire * Recommended teacher have the file saved on desktop so you only have to double click on the file * File will open into ActivInspire * Students drag their name to appropriate spot * When finished click the reset page icon |  |
| **Discovery Education Videos**  Hopefully, teacher will have a link for the video or provide the log-in information at Discovery Education  If within a “flipchart”, may have video embedded  Problem: How do I play the video embedded into a Flipchart?  Resolution: Be sure the “snowflake” at top right is blue;  click video image | <http://player.discoveryeducation.com/index.cfm?guidAssetId=28CB6154-6DA4-42A2-AD83-96D57DBB226F> |
| **Calibrate IWB**  Problem: The pen works but the tip of the pen doesn’t “match up” with “the click”  Resolution: IWB needs to be calibrated   1. Position pen over flame in upper left (not touching) 2. Message will appear to click the five crosses beginning in upper left | + |